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WGU C720 OA- Operations and Supply Chain Management Exam| Questions and Answers | 2023/ 2024 Newly Updated!!

QUESTION

Which two company practices reflect the guiding principles of Six Sig- ma?Choose 2 answers

Answer: A company tries to reduce variation in the quality of products it offers. and A company emphasizes the quality of suppliers because the quality of outputs are determined by the quality of inputs

QUESTION

Which Six Sigma methodology improves workplace efficiency and elimi- nates waste?

Answer: DMAIC

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QUESTION

A clothing retailer sends out evaluations to customers to rate quality as "outstanding," "good," "average," and "bad."If the retailer wants to know the annual frequency of each evaluation category, which tool should the retailer use?

Answer: Histogram

QUESTION

A vice president of a major retailer is trying to reduce the wait time for customers in the checkout line by appropriately opening checkout lines. To do this, the VP needs to know the relationship

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and degree of correlation between monthly customer visits and area population. Which tool should be used in this situation?

Answer: Scatter plot

QUESTION

A rental company has a fleet of 50 cars that can be rented daily if all vehicles have been washed and inspected and are free of mechanical and electrical defects. Due to maintenance requirements and late returns by customers, the rental company is, in general, able to prepare 45 cars per day for rental. On average, 30 cars are rented daily. What is the efficiency rate for this company?

Answer: 67%

QUESTION

The original capacity in each process for a computer manufacturer's op- erations is as follow: Parts inventory: 500 units available per dayAssembly:
300 units assembled per day Delivery: 450 units processed per day After the computer manufacturer upgrades the assembly system, it can assemble 550 units per day. According to this information, what is the throughput for this computer manufacturer?

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Answer: 450 units/day

QUESTION

A manager is planning staffing needs for a seasonal ice cream stand. The manager expects to have the following number of customers per
day each month: January: 20 February: 23March: 30April: 60May: 90Jun:
120July: 130August: 150September: 100October: 80November: 60December:
30Which capacity planning strategy should the manager use to achieve this customer demand?

Answer: Match

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QUESTION

An auto service center that specializes in oil changes has two service bays that serve, on average, a total of 24 cars per eight-hour business day. On average, each bay can finish one oil change in 30 minutes.What is the design capacity?

Answer: 32 oil changes

QUESTION

An appliance manufacturer has two factories located around the world, each with its own capacity

Answer:• F1 can make 8 appliances per day.• F2 can make 10 per day.The factories can deliver to two different distribution centers. Every day each distribution center must receive 9 appliances each.The cost

to deliver appliances from each factory to each distribution center is listed in the table below

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Answer:

Distribution Center 1Distribution Center 2F1$4$3F2$8$3

Using the factory production constraints and the delivery costs in the above matrix, what is the lowest cost to deliver all 18 appliances to the distribution centers?

Answer: $67

QUESTION

A company wants to compare shipping costs if it uses different routes to deliver products. Which evaluation method should the company use?

Answer: Trans- portation method

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